

Kentucky Occupational Skill Standards List

3006 Consumer Services

AA		LANGUAGE ARTS
AA	001	Apply the reading process and strategies to directions or tasks that are relatively short, with limited categories of information, direction, concepts, and vocabulary.
AA	002	Demonstrate competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks.
AA	003	Demonstrate competence in writing and editing documents, using correct grammar, and punctuation.
AA	004	Demonstrate competence in speaking to provide, distribute, or find information.
AA	005	Demonstrate competence in making oral formal and informal presentations, including selecting and using media.
AA	006	Adapt listening strategies to utilize verbal and nonverbal content of communication.
AB		MATHEMATICS
AB	001	Add, subtract, divide, and multiply whole, mixed numbers, fractions, decimals, and calculate square root.
AB	002	Use a calculator to add, subtract, divide, and multiply whole and mixed numbers, fractions, decimals, and calculate square root.
AB	003	Mentally add, subtract, divide and multiply whole numbers.
AB	004	Use a calculator to add, subtract, divide, and multiply, calculate percentages, ratios.
AB	005	Interpret charts, tables, and graphs.
AB	006	Understand and apply advance concepts of probability and statistics.
AB	007	Calculate and evaluate basic statistical routines.
AB	008	Construct charts, tables, and graphs.
AB	009	Solve problems and generate conclusions using deductive reasoning.
AB	010	Understand sampling theory, probability theory, and error of measure.
AC		SCIENCE
AC	001	Apply and use scientific methods to solve problems.
AC	002	Use computers for information processing.
AC	003	Analyze and evaluate environmental issues.
AC	004	Apply and use maps, charts, tables, and graphs to complete tasks.
AC	005	Analyze environmental issues from information media.
AC	006	Identify operational definitions.
EA		EXHIBIT WORKPLACE SKILLS
EA	001	Demonstrate consistently punctual arrival.
EA	002	Document regular attendance.
EA	003	Demonstrate enthusiasm and confidence about work and learning new tasks.
EA	004	Demonstrate appropriate dress and hygiene for successful employment.
EA	005	Demonstrate the ability to act in a polite and respectful way towards co-workers.
EA	006	Demonstrate the ability to complete tasks on time and accurately.
EA	007	Demonstrate the ability to make career decisions.
EA	008	Prepare a resume and letter of application or interest.
EA	009	Fill out an application for employment.
EA	010	Participate in an employment interview.
EA	011	Follow directions and procedures.
EA	012	Accept constructive criticism.
EA	013	Work with minimal supervision.
EB		UNDERSTAND WORKFORCE ISSUES
EB	001	Recognize the difference between a team environment workplace and a conventional workplace.
EB	002	Identify the characteristics of a diverse workforce.
EB	003	Identify good ethical characteristics and behaviors.
EB	004	Differentiate between good and poor business ethics.
EB	005	Match employee responsibilities to employer expectations.
EB	006	Define discrimination, harassment and equity.
EB	007	Demonstrate non-discriminatory behavior.

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EB	008	Maintain confidentiality and sensitivity of company information.
EC		PERFORM BUSINESS PLANNING AND OPERATIONS PROCEDURES
EC	001	Plan and manage work schedules.
EC	002	Maintain receipts and disbursement records.
EC	003	Maintain inventory records.
EC	004	Maintain computer records.
EC	005	Identify possible actions that may lead to customer dissatisfaction.
EC	006	Identify the ways that the level of customer satisfaction may affect company success.
EC	007	Explain the importance of a business reputation.
EC	008	Identify possible actions that may be used to correct customer dissatisfaction.
EC	009	Explain the effect of quality on profit.
EC	010	Identify the effects of continuous quality improvement.
ED		DEMONSTRATE EFFECTIVE COMMUNICATION AND TEAMWORK SKILLS
ED	001	Organize materials with a logical flow.
ED	002	Interpret and clarify directions prepared by others.
ED	003	Communicate with customers.
ED	004	Understand team concepts.
ED	005	Write steps of an occupational process using sentences and statements as appropriate.
ED	006	Select appropriate communications methods.
ED	007	Identify various group processes.
ED	008	Identify components of group dynamics.
ED	009	Apply facilitations skills in a group setting.
EE		DEMONSTRATE PROBLEM SOLVING TECHNIQUES
EE	001	Explain the value of applying a problem-solving system.
EE	002	Apply a system of problem-solving.
EE	003	Identify opportunities for applying problem-solving techniques.
OA		DEMONSTRATE MANAGEMENT OF INDIVIDUAL AND FAMILY RESOURCES, INCLUDING FOOD, CLOTHING, SHELTER, HEALTH CARE, RECREATION, AND TRANSPORTATION
OA	001	Apply management and planning skills and processes to organize tasks and responsibilities.
OA	002	Examine how individuals and families make choices to satisfy needs and wants.
OA	003	Implement decisions about providing safe and nutritious food for individuals and families.
OA	004	Implement decisions about purchasing, creating, and maintaining clothing.
OA	005	Implement decisions about housing and furnishings.
OA	006	Examine information about procuring and maintaining health care to meet the needs of individuals and family members.
OA	007	Implement decisions about recreational needs.
OA	008	Apply consumer skills to acquire and maintain transportation that meets the needs of individuals and family members.
OB		ANALYZE THE RELATIONSHIP OF THE ENVIRONMENT TO FAMILY AND CONSUMER RESOURCES
OB	001	Determine individual and family responsibility in relation to the environmental trends and issues.
OB	002	Examine environmental trends and issues affecting families and future generations.
OB	003	Examine behaviors that conserve, reuse, and recycle resources to maintain the environment.
OB	004	Investigate government regulations for conserving natural resources.
OC		ANALYZE POLICIES THAT SUPPORT CONSUMER RIGHTS AND RESPONSIBILITIES
OC	001	Examine state and federal policies and laws providing consumer protection.
OC	002	Investigate how policies become laws related to consumer rights.
OC	003	Examine skills used in seeking information related to consumer rights.
OD		EVALUATE THE IMPACT OF TECHNOLOGY ON INDIVIDUAL AND FAMILY RESOURCES
OD	001	Review types of technology that impact family and consumer decision-making.
OD	002	Examine how media and technological advances impact family and consumer decisions.

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OD	003	Assess the use of technology and its impact on quality life.
OE		ANALYZE INTERRELATIONSHIPS BETWEEN THE ECONOMIC SYSTEM AND CONSUMER ACTIONS
OE	001	Examine the use of resources in making choices that satisfy needs and wants of individuals and families.
OE	002	Examine individual and family roles in the economic system.
OE	003	Examine economic impacts of laws and regulations that pertain to consumers and providers of services.
OE	004	Determine practices that allow families to maintain economic self-sufficiency.
OF		DEMONSTRATE MANAGEMENT OF FINANCIAL RESOURCES TO MEET THE GOALS OF INDIVIDUALS AND FAMILIES ACROSS THE LIFE SPAN
OF	001	Examine the need for personal and family financial planning.
OF	002	Apply management principles to individual and family financial practices.
OF	003	Apply management principles to decisions about individuals and family insurance.
OF	004	Obtain personal and legal documents related to managing individual and family finances.
OG		ANALYZE CAREER PATHS WITHIN CONSUMER SERVICE INDUSTRIES
OG	001	Determine roles and functions of individuals engaged in consumer service careers.
OG	002	Explore opportunities for employment and entrepreneurial endeavors.
OG	003	Examine education and training requirements and opportunities for career paths in consumer services.
OG	004	Examine the impact of the consumer service industry on local, state, national and global economics.
OH		ANALYZE FACTORS THAT IMPACT CONSUMER ADVOCACY
OH	001	Examine the role of advocacy groups at state and national levels.
OH	002	Determine the contributions of policy makers to consumer advocacy.
OH	003	Explore strategies that enable consumers to become advocates.
OH	004	Examine the effects of consumer protection laws on advocacy.
OH	005	Determine strategies to reduce the risk of consumer fraud.
OH	006	Examine the role of media in consumer advocacy.
OH	007	Explore the use of educational and promotional materials in consumer advocacy.
OI		ANALYZE FACTORS IN DEVELOPING A LONG-TERM FINANCIAL MANAGEMENT PLAN
OI	001	Explain the impact of the economic system on personal income, individual and family security and consumer decisions.
OI	002	Examine components of a financial planning process that reflects the distinction between needs and wants, values, goals, and economic resources.
OI	003	Determine the impact of consumers' credit in long-term financial planning.
OI	004	Examine investment and saving alternatives.
OI	005	Determine the effects of risk management strategies on long-term financial planning.
OI	006	Consider the impact of key life transitions on financial planning.
OI	007	Explain the role of estate planning in long-term financial planning.
OJ		ANALYZE RESOURCE CONSUMPTION FOR CONSERVATION AND WASTE MANAGEMENT PRACTICES
OJ	001	Investigate sources and types of residential and commercial energy, waste disposal, and pollution issues.
OJ	002	Investigate consumer programs and services provided by government, public utilities, resource recovery business, and environmental organizations.
OJ	003	Explore strategies and practices to conserve energy and reduce waste.
OJ	004	Examine waste management issues.
OJ	005	Examine roles of government, industry, and family in energy consumption.
OK		DEMONSTRATE SKILLS NEEDED FOR PRODUCT DEVELOPMENT, TESTING, AND PRESENTATION
OK	001	Conduct market research to determine consumer trends and product development needs.
OK	002	Design or analyze a consumer product.
OK	003	Examine features, prices, product information, styles, and performance of consumer goods for potential trade-offs among the components.
OK	004	Perform a test on a product utilizing valid and reliable testing procedures.

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OK	005	Apply statistical analysis processes to interpret, summarize, and report data from tests.
OK	006	Examine the labeling, packaging, and support materials of consumer goods.
OK	007	Demonstrate a product or educate an audience.
OK	008	Utilize appropriate sales techniques to compare, demonstrate, assist, and advise consumers in the selection of goods and services that meet consumer needs.